GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:5945
ANSWERED ON:06.05.2002
CANCELLATION OF FLIGHTS BY INDIAN AIRLINES
DR. KIRIT SOMAIYA

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of the flights cancelled by the Indian Airlines on Mumbai-Delhi route from January 1, 2002 to April20, 2002 alongwith the reasons of cancellation of each flight and the details of booking done on the same;

(b) whether the competitors like Sahara Airlines has announced compensation scheme for cancellation and late running of their flights;

(c) if so, whether Indian Airlines has any such schemes;

(d) if so, the details thereof;

(e) if not, the reasons therefor; and

(f) the steps taken by the Government to improve efficiency of Indian Airlines to compete with private airlines and to avoid cancellation of flights?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

(a): Indian Airlines operated 1010 flights on Mumbai-Delhi sector from 01.01.2002 to 20.04.2002 which inter-alia included 49 flights that were combined, in line with airline practices worldwide, with other flights on account of various reasons including weather, ATC delays, air field non-availability and other operational and commercial reasons.

(b):Yes, Sir.

(c), (d) and (e): Indian Airlines is providing the following facilities, if the flight is delayed by more than one hour or cancelled:

- Full refund if desired by a passenger.

- Alternate arrangements are made to take the passengers to destination either by air or other modes of transport subject to availability.

- Involuntary rerouting through circuitous route and / or up- gradation to a higher class, subject to availability of seat.

- Complimentary service of beverages, snacks or meals depending upon the timings.

(f): Indian Airlines constantly endeavours to improve its on time performance and has ataken the following steps to minimise delays/ cancellations:
1) All delays are investigated to pinpoint the cause and remedial action is taken where necessary.

2) Engineering delays are being dealt with special emphasis. At the Base Stations, the delay is analyzed to identify the cause and the repetitive nature of snag. In case a repetitive snag is detected, special maintenance action is immediately initiated to ensure that the snag does not persist.

3) At the corporate level, the punctuality of services is closely monitored on a daily basis.

4) In each region, a meeting to evaluate the reliability of systems for the aircraft based in that region is held periodically. In this meeting, the Defect Rate of various aircraft systems is studied and analyzed. In the case of an increase, either the time between overhaul is reduced or modifications are carried out in consultation with the manufacturer and the Directorate General of Civil Aviation(DGCA).